

SAF/GCD  
Air Force Voluntary Mediator Certification Program

Effective 1 January 2006, SAF/GCD is taking applications for certification under the new Air Force Voluntary Mediator Certification Program. The program is open to all Air Force mediators, civilian and military, who provide third-party neutral services in Air Force workplace disputes, including EEO complaints, MEO complaints, employee grievances, and other employment-related disputes.

The program is intended to recognize mediation skills and experience demonstrated by Air Force mediators, provide proficient dispute resolution capabilities for Air Force managers and employees, and to encourage new and experienced Air Force mediators to improve their skills through education, training, and additional mediation experience.

The program offers four levels of certification: Level I (Basic) provides entry-level certification for newer mediators. It requires a minimum of basic mediation training, at least three evaluated co-mediations or mediation mentoring sessions and recommendation of the applicant's ADR Champion. Level II (Intermediate) certification builds on Level I experience by requiring additional mediation experience and training. Level III (Advanced) and Level IV (Master) are for mediators who, through experience and training, have demonstrated a high level of mediation proficiency. By recognizing four levels of certification, the Air Force intends to leverage its mediator resources to provide the best fit of skills, and experience to mediate any dispute, any time, and any place. In addition, certification provides official Air Force recognition for those mediators who have offered their talents in support of the Air Force ADR Program, usually in addition to their regular duties.

The program is voluntary for those who want to take advantage of it. Mediators do not have to be certified at any level to mediate workplace disputes, although SAF/GCD will require Level II certification for all mediators who co-mediate with new mediators for the purpose of preparing them for Level I certification, and for mediators who go TDY at GCD expense to mediate cases at other bases. These requirements will phase in over a one-year period.

Experienced mediators may qualify for immediate certification at Level I or Level II under the "grandfather" provision in the Program guidelines.

Additional information and the specific criteria for certification at all four levels are available in the Mediator Certification program Guidelines. If you have any questions, contact Monique Eisenhardt at DSN 425-2204, commercial (703) 588-2204, or by email at [Monique.Eisenhardt@pentagon.af.mil](mailto:Monique.Eisenhardt@pentagon.af.mil).